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[A KPI BASED PERFORMANCE ASSESSMENT SYSTEM]

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A KPI BASED PERFORMANCE ASSESSMENT SYSTEM

A thesis submitted to the College of Arts and Science in partial
Fulfillment of the requirements for the degree Master of Science (IT)
University Utara Malaysia

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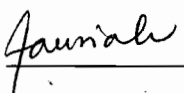
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ABSTRACT

Employee performance evaluation is an effective way to determine the ranking of the employees in an organization. Key Performance Indicators (KPI) is quantifiable measurements that reflect the significant success factors of an organization. They will differ depending on the organization. In this proposal a web-based performance evaluation system using predetermined KPI is being proposed, which provides a secure and easy way to conduct the assessment specifically of the UUM academic staffs. This system will be integrated to the other existed system of UUM to extract the required information. Prototyping approach was adopted as the development method of this proposed system.

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CHAPTER 1

Introduction

Job performance is usually defined as “actions and behaviors that are under the control of the individual that contribute to the goals of the organization” [1]. Performance measurement-based management systems help an organization to line up its business activities to its strategy, and to supervise performance in the direction of strategic goals over time. In other words, performance management is used to keep track of the organizational progress against its strategic plan and particular performance goals. According to Campbell [2], the procedure of assigning a ranking to an individual’s job performance is as follows: observation, sampling, encoding, storage, retrieval, evaluation, differential weighting, and composite scoring.

Measuring the performance of a lecturer is very vital because the indication produced is used for major decisions about their future in academic career. Decisions can be of two types: formative that is used as the support to develop and form the teaching quality, and summative, that is used as the proof for summing up his/her overall performance or position to come to a decision about annual increment, award, merit pay, promotion, sponsorship and tenure [3]. The first one deals with decisions to progress the way of teaching; the second one deals with human resources decisions. Summative decisions are ultimate and they are provided by the administrators at different occasion to settle on their prospect. There is an impact of these decisions on the quality

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